

*John Gillispie, Chief Operating Officer, ITE*

## SkillSoft's SkillPort

ITE offers online learning with over 1500 IT courses and 20 Interpersonal skill courses. With enrollment to the IT online courses, you also have access to:

- Simulations and Exercises
- Test Prep Exams
- Mentoring - 24x7 online mentoring by SkillSoft content experts
- Resources - Job Aids and SkillBriefs
- Books 24x7 Referenceware – Powerful search engine to the complete contents of 100s of reference books.

Internet based SkillPort is accessible 24 hours a day, 7 days a week from your Office or Home.

An enrollment form and pricing along with an IT course topic list are in this newsletter. To see the **entire list** of IT courses and outlines visit [www.SkillSoft.com](http://www.SkillSoft.com).

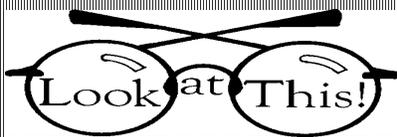
## Want to see our list of Business Skills Courses?

(Includes descriptions, target audience and duration.)

Go to the below link and click on Sep/Oct 04.

### [ITE Newsletter Archive](#)

<http://www.infoweb.state.ia.us/newsletter/>

	
2	Instructor Led Training Schedule
3	July and August Calendar Sneak Peek at Future Courses
4 & 5	Enrollment Forms

## Direct all Education Comments and Questions to:

Bruce Hupke – 281-6984  
[bruce.hupke@iowa.gov](mailto:bruce.hupke@iowa.gov)

## Mechanics of Effective Communication

### Course Number: COMM0002

#### Overview/Description

Your voice, your ability to listen, and your body language are your three vital communication tools. However, because they are given at birth they are often taken totally for granted. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that. The effectiveness of your communication depends more on how you sound than the words you use. You may have something important to say and have the right words and phrases to get your point across but if your voice doesn't do it justice, your message won't be heard. This course explains how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course you will be given strategies to assist you to improve your listening skills and in doing so to make solid connections with those you communicate with. Finally, this course will introduce you to the "silent" language of the body, giving you the ability to recognize when there is conflict between what is being said and a person's true feelings.

#### Lesson Objectives:

- How Do You Sound?
- Active and Effective Listening
- Speaking the Silent Language

#### Target Audience

Those within the organization, whose roles require them to achieve results, by being able to influence other people such as colleagues, senior managers or clients. Also, anyone who has the responsibility for managing or supervising or leading staff.

#### Expected Duration

5.0 hours

Interested in the above online course. See the 5<sup>th</sup> page of this newsletter for enrollment form.

***INSTRUCTOR LED TRAINING******ACCESS LEVEL 1***

In this hands-on course, you'll design and create databases, tables, queries, forms, and reports. You'll learn database concepts and terminology. You'll learn how to design and create a table. You'll learn how to work with tables and forms, including adding records, modifying table and form design, finding and editing records, deleting and copying records and values, and filtering and sorting records. You'll learn how to design and use select queries. You'll learn how to create and use forms for a single table and multiple-tables. You'll learn how to create and use reports. You'll learn how to create and maintain a database. You'll learn rules for database design, including an introduction to table relationships. You will examine a database with design flaws and make corrections. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index, and disc with all course files.

**Prerequisite: Basic Windows or similar experience**

***Access Level 1***

**\$115**                      **Course: PC801**  
**Jul 20**                      8:30 – 3:30  
**21**                              8:30 – 12:00  
 Enrollments close:              Jul 11  
 Hoover 'B' Level/Learning Center 2

***EXCEL LEVEL 1***

In this hands-on course you'll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

**Prerequisite: Basic Windows or similar experience**

***Excel Level 1***

**\$80**                              **Course: PC701**  
**Sep 8**                              8:30 – 4:00  
 Enrollments close:              Aug 26  
  
**Oct 19**                              8:30 – 4:00  
 Enrollments close:              Oct 7  
 Hoover 'B' Level/Learning Center 2

***ACCESS LEVEL 2***

In this hands-on course, you will learn how to enhance your database design by using the principles of normalization and table relationships. You'll also learn how to query multiple tables for data that is used in customized forms and reports. In addition, you'll be able to take the guesswork out of creating databases by learning to use data-normalization techniques. See how to take advantage of relational database efficiency to maintain data. You will also learn techniques to save time by controlling data entry and automating tasks. Benefit by becoming familiar with Access features that will enable you to customize forms and reports. An introduction to Data Access pages and Mail Merging with Word will be presented. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

**Prerequisite: Basic Microsoft ACCESS class**

***Access Level 2***

**\$115**                              **Course: PC811**  
**Nov 9**                              8:30 – 3:30  
**10**                                  8:30 – 12:00  
 Enrollments close:              Nov 1  
 Hoover 'B' Level/Learning Center 2

***EXCEL LEVEL 2***

In this hands-on course you'll learn the skills you need to create, modify, and customize Excel charts. You will work with both chart sheets and embedded charts. Drawing tools will be used to enhance worksheets and charts. You will use advanced sorting and filtering techniques for locating and managing information. You will learn the querying capabilities of Excel. Exercises and/or wrap-up lessons follow each of the 6 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

**Prerequisite: Basic Microsoft EXCEL class or similar EXCEL experience**

***Excel Level 2***

**\$115**                              **Course: PC711**  
**TBA**                                  9:00 – 3:30  
     9:00 – 12:00  
 Enrollments close:              N/A  
 Hoover 'B' Level/Learning Center 2

***BUSINESS OBJECTS***

This class is taught using ZABO, a downloadable, self-installing version of Business Objects. ZABO, short for Zero Administration Business Objects, is functionally equivalent to the full-client. It has an integrated suite of Business Objects modules (InfoView, WebIntelligence Explorer and WebIntelligence Reporter.) ZABO is a web based report creating and viewing software. This hands-on course will teach students to create several types of reports. Included in reports students create are: calculations, sorting, grouping, breaking, conditions, crosstab and bar charts. Also formatting a report. Students will learn to send/receive and publish reports. Students in class will do report drilling. Step by step workbook included.

**Prerequisite: Basic Windows or similar experience**

***Business Objects***

**\$50**                                  **Course: UT501**  
**TBA**                                  9:00 – 12:00  
 Enrollments close:  
 Hoover 'B' Level/Learning Center 2

**July 2005**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Independence Day	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 Access Level 1 8:30 – 3:30	21 Access Level 1 8:30 – 12:00	22	23
24/ 31	25	26	27	28	29	30

**August 2005**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Sneak Peak: Excel Level 1 Sept 8

Access Level 1 Oct 12,13

Access Level 2 Nov 9,10

# Course Registration Form

**2005-2006**

(Please Print)

**Name:** \_\_\_\_\_ **SS #:** \_\_\_\_\_  
Last First MI

**Agency:** \_\_\_\_\_ **Classification:** \_\_\_\_\_

**Work Location:** \_\_\_\_\_ **Work Phone:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

**Supervisor's Name:** \_\_\_\_\_ **Supervisor's Phone:** \_\_\_\_\_

If NOT a State of Iowa employee, bill training to: \_\_\_\_\_

<u>Course Number</u>	<u>Course Title</u>	<u>Date Preference</u>	<u>Alternative Date</u>

Once any course costing \$99.00 or less is confirmed, the participant's agency will be billed for the full amount of training unless cancellations are received by PDS at least five (5) working days prior to the class date. For courses that cost \$100.00 or more, agencies will be billed for ANY cancellations after confirmation. Departments may substitute confirmed course participants when necessary. To cancel, call (515) 281-5456. (See page 2 for other cancellation information.)

The following signatures indicate approval of the course(s) requested above and understanding of PDS' cancellation policy.

\_\_\_\_\_  
Employee Date

\_\_\_\_\_  
Supervisor Date

\_\_\_\_\_  
Training Liaison Date

Accommodation Request:	
Please indicate if you have any special needs that we can address to make your participation more enjoyable. Please provide 8 weeks notification.	
<input type="checkbox"/> Braille	<input type="checkbox"/> Sign Language Interpretation
<input type="checkbox"/> Large Print	<input type="checkbox"/> Other _____

**Mail to:** Leslie Davenport  
 DAS-Human Resources Enterprise  
 Personnel Development Seminars  
 Grimes State Office Building

**OR Fax to:** Personnel Development Seminars  
 (515)-242-5152

# SkillPort e-learning Online Course Registration Form

2005-2006

## Instructions

- 1) Fill out the following enrollment form and submit.
  - 2) A Username and Password and directions will be issued to you by email.
  - 3) Access to online courses and much more for SkillSoft IT users will be, at anytime, anywhere, 24 hours a day, 7 days a week!
- \*NOTE:** SkillSoft IT users will be on the honor system and will keep their unique username and password private and not give it out to others.

## User Information (PLEASE PRINT)

Name \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_

Department Name: \_\_\_\_\_ Division Name: \_\_\_\_\_

Information Technology Path (All online classes) Access Length (Please check one)

### Technical Online Courses

- 1,500 courses for 4 months (\$179.00)
- 1,500 courses for 2 months (\$99.00)
- 1 single course for 1 month (\$35.00)

### Interpersonal Skills Online Courses

- 10 courses for 4 months (\$179.00)
- 5 courses for 4 months (\$99.00)
- 1 single course for 1 month (\$35.00)

### Please list single courses below

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Signatures

User Signature: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Training Liaison Signature: \_\_\_\_\_

## Submit by Mail or Fax

**Mail to:** Leslie Davenport  
 DAS-Human Resources Enterprise  
 Personnel Development Seminars  
 Grimes State Office Building

**OR Fax to:** Personnel Development Seminars  
 (515)-242-5152

Access to both IT End-User & Professional Curricula 4 months is \$179 or 2 months for \$99 Single course, 1 month \$35

### IT End-User Curricula TOPICS

- Adobe Acrobat 5
- Home and Personal
- IBM Lotus Sametime 3 and QuickPlace 3
- Lotus Notes R6 End-User
- Microsoft End-User Operating Systems and Tools
- Microsoft Internet Explorer 5.5
- Microsoft Office XP
- Microsoft Office 2003
- Microsoft Office 2000
- Microsoft Office 2007

For a complete list of actual courses, course outlines, or demo an online course, go to [www.skillsoft.com](http://www.skillsoft.com).  
 For questions or more information contact Bruce Hupke at 515/281-6984 or e-mail at [bruce.hupke@iowa.gov](mailto:bruce.hupke@iowa.gov)

- CompTIA Linux+ Certification
- Linux: Basic System Administration
- Lotus Domino R6
- IBM Mainframe
- Microsoft Application Center 2000
- Microsoft BizTalk Server 2000

